

Mountain View Public Library

Annual Report for FY 07-08

Once again I am pleased to provide an annual update and summary of Library services for the fiscal year 2007-08. This past year was especially eventful as the Library completed two major Capital Projects which enhanced both the physical plant and the services offered. The Library was closed just 29 days during February and early March in order to install new materials handling and RFID technology systems, complete significant physical changes and improvements, *and* clean and freshen the entire building. When the Library re-opened on March 3rd, it was like having a brand new library!

Service Improvements

- newly configured Lobby with a prominent Welcome Desk and display area
- 2 additional self check out machines (one near Holds Pickup)
- new state of the art automated check in and sorting equipment
- new 5 minute drop off zone in front of the Library on Franklin St.
- new drive-up return in the parking garage
- more seating on both floors
- new pleasant reading and "What's New" area on the first floor
- adult and children's world language collections located together with seating
- attractive, readable signage and a building directory sign
- digital (electronic) signage with information about Library programs
- new English Language Instruction (adult literacy) collection of materials
- new Friends of the Library collection of best sellers and popular books
- expanded Teen Zone collection area and two additional Internet stations
- expanded media collection area
- second floor book stacks re-arranged to find materials more easily
- larger, relocated "quiet" study area on the second floor (no computers allowed)
- new group study room for 5-8 people on the second floor
- added Ethernet data ports for network connection in the small quiet area
- new accessible computer workstation on second floor
- more staff available to help customers find materials and use services
- additional features and services added to the Library's catalog, such as, book jacket images, reviews of materials, reconfigured search page and personalization options

Facility improvements:

- new carpet in some areas; carpet cleaned and repaired throughout the building
- new paint throughout the building
- wood surfaces refinished
- Lobby terrazzo floor refinished

- new energy efficient lamps throughout the building; additional lighting in some areas
- electrical power and data work in new locations
- air ducts cleaned
- all surfaces dusted

Other services and accomplishments

Although the Library focused most of its efforts on the capital projects and related service changes, other noteworthy achievements include:

- completing the conversion to RFID (Radio Frequency Identification) by tagging nearly 280,000 items
- launching a mobile library service pilot project at Castro school to serve the school and neighborhood
- launching a pilot partnership program with the MV Police Department using Police Assistants in the Library for community outreach and security
- installing a new Internet time and print management system (Cassie) for better utilization of the Internet computer resources

And throughout the whole year - even with major projects and new service changes - the Library maintained all of its traditional public services of Children's and Teen programs, and Outreach, Reference and Reader's Advisory Services to customers. Behind the scenes, the Support Services and Technology staff implemented the new technology and upgrades and made operational changes to support the new services and collections. Last, but not least, the Customer Services staff cheerfully and competently moved three times and completely changed their operating procedures and services. Kudos to everyone!

All of us at the Library thank our customers who supported the Library and remained flexible during the changes and closed period. We appreciate receiving valuable feedback from our customers about what we are "doing right," as well as, suggestions for improvements. To the extent possible, we respond to suggestions and carefully consider customer requests. Find out what's happening and give us your comments by checking the Library's web page at library@mountainview.gov.

It was indeed a year to remember. Thanks for your support!

Karen E. Burnett
Library Services Director